

Rochester Genesee Regional Transportation Authority Spider-Man 2 Detour – Frequently-Asked Questions

- Q: What portions of Main Street will be subject to RTS detours?
- A: RTS buses will bypass all stops and service on Main Street between Chestnut St. and Plymouth Ave. for the period of filming April 30 May 9.
- Q: What about the usual bus lineup, or transfer locations?
- A: Bus transfer points at the intersections of Main St. and Clinton Ave. and Main St. and St. Paul St. will be relocated to the Broad St. bridge, between the Blue Cross Arena and the Rundel Library.
- Q: Why isn't Where's My Bus? going to be available during that timeframe?
- A: Because of the extent of the detours and the number of routes impacted, the accuracy of WMB for most routes may be affected as well. While some delays are likely, we expect that most routes will continue to run as close to scheduled times as possible.
- Q: Will RTS representatives be available to assist customers who may be confused by the changes?
- A: Yes. RTS Customer Service representatives will be stationed along the Broad St. bridge to provide assistance and an RTS Customer Service booth will be in place on Broad Street, near the Rundel Library. Customers may also call our Customer Service department at (585) 288-1700.
- Q: If, on certain days, filming allows certain sections of Main St. between Chestnut St. and Plymouth Ave. to be available to vehicular and pedestrian traffic, will RTS alter its routes?
- A: No. With more than 200 buses serving more than 20,000 passengers each day, changing routes and schedules on a daily basis is not feasible. To provide consistency in planning to customers, buses will not travel that section of Main St. for the duration of filming. RTS staff have done their best to minimize disruptions and delays in bus arrival times for customers.